

Administrative Activities

- **Account Administration**
 - DCE accounts
 - UNIX accounts
- **Schedule Backups**
- **Complete System Restores/Recovery**
- **Security Administration**
- **Static Configuration**
 - LAN
 - Hosts
 - Peripherals
 - Software
 - Configuration management and control are external processes, providing authorized H/W and S/W configurations to be administered and operated

Administrative Activities (cont.)

- **Maintenance Activities**
 - coordinates hardware maintenance activities
 - assists/performs software installations
 - assists/performs peripherals installation/deinstallation
- **Reviews/Maintains System Operations Logs**
- **Assists in Performance and Fault Management activities as required**
 - Fault and Performance Management are addressed in separate roles that are covered in other detailed presentations

Operations Activities

- **Operate system's host processors**
 - Super computers and servers
 - Peripheral devices
- **Status monitoring of system hosts**
 - responding to console messages
 - problem diagnosis and recovery
- **Responds to Fault and Performance Management alerts as defined in the standard operational procedures**
- **Troubleshooting in response to trouble tickets that are assigned**
 - execution of hardware and software diagnostic tools
- **Partial Restores and Recovery (individual files or groups of files)**

Operations Activities (cont.)

- **Restarts/Reboots**
 - » to restore the system from non-recoverable errors
 - » in support of testing and normal production
 - » coordinated with the Resource Manager
- **Shutdowns**
 - for scheduled H/W or S/W maintenance
 - in order to prevent disruption/corruption of configuration files and input/output data
- **Configuration/reconfiguration of host configuration files as required**
- **Updates Logs**

Tools

- **HP Openview** - Provides site-wide view of network and system resources, status information on resources, event notifications and background information, and operator interface for managing resources
- **Trouble Ticketing** - Provides interface for entry of problem reports from all sources, tracking and statusing information throughout the life of a problem
- **RDBMS** - Provides integrated data management capability for fault, performance, status, and user information with a combination of pre-defined and ad-hoc reporting and query capabilities

Tools (cont.)

- **ClearCase - Configuration Management software which maintains software releases**
- **Physical Configuration Management - Provides physical location information on "Maps" to show location of resources. Supports such things as IP address assignment locations, hardware locations etc.**
- **Security Management - combination of tools (public domain and commercial) to support password maintenance, security audits, intrusion detection, etc.**
- **Planning and Scheduling - COTS tool which supports the planning of Ground events (such as Preventive maintenance, SW upgrades, training), provides timeline and resource views, allows event descriptions and allocation of resources**

Tools (cont.)

- **Vendor Diagnostic tools** - tools provided by product vendors to perform diagnostics on their products, will also include such things as a "sniffer" to investigate and resolve network problems
- **Backup and Restore** - either COTS package or custom scripts which support interactive and scheduled backups and restoration of backup data or programs